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CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the below date:

Date: October 3, 2005

Name: John G. Rauch

Signature: 

BRINKS  
HOFER  
GILSON  
& LIONE

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Dadong Wan, et al.

Appln. No.: 10/804,580

Filed: March 19, 2004

For: REAL-TIME SALES SUPPORT AND  
LEARNING TOOL

Attorney Docket No: 10022/457

Examiner: Reagan, James A.

Art Unit: 3621

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL

Sir:

Attached is/are:

- ☒ First Supplemental Information Disclosure Statement (3 pages); PTO-1449 form (1 page); copies of references B1-B5; copy of search report
- ☒ Return Receipt Postcard

Fee calculation:

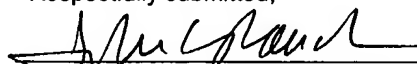
- ☒ No additional fee is required.
- ☐ Small Entity.
- ☐ An extension fee in an amount of \$\_\_\_\_\_ for a \_\_\_\_\_-month extension of time under 37 C.F.R. § 1.136(a).
- ☐ A petition or processing fee in an amount of \$\_\_\_\_\_ under 37 C.F.R. § 1.17(\_\_\_\_\_).
- ☐ An additional filing fee has been calculated as shown below:

					Small Entity			Not a Small Entity	
	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate	Add'l Fee	or	Rate	Add'l Fee
Total		Minus			x \$25=			x \$50=	
Indep.		Minus			x 100=			x \$200=	
First Presentation of Multiple Dep. Claim					+\$180=			+\$360=	
					Total	\$		Total	\$

Fee payment:

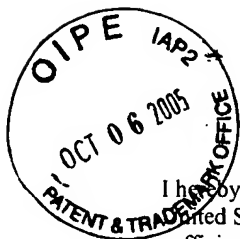
- ☐ A check in the amount of \$\_\_\_\_\_ is enclosed.
- ☒ Please charge Deposit Account No. 23-1925 in the amount of \$\_\_\_\_\_. A copy of this Transmittal is enclosed for this purpose.
- ☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Respectfully submitted,

  
John G. Rauch (Reg. No. 37,218)

October 3, 2005

Date



# CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope, with sufficient postage, addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on

October 3, 2005

Date of Deposit

John G. Rauch

Name of Applicant, Assignee or  
Registered Representative

Signature

10/3/05

Date of Signature

Our Case No.: 10022/457

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Wan, Dadong, et al.

Serial No.: 10/804,580

Filing Date: March 19, 2004

For: REAL-TIME SALES SUPPORT AND  
LEARNING TOOL

Examiner: James A. Reagon

Group Art Unit No.: 3621

## FIRST SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents  
Alexandria, VA 22313-1450

Dear Sir:

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98, and more particularly in accordance with 37 C.F.R. §1.97(b), Applicant hereby cites the following reference(s):

## U.S. PATENT DOCUMENTS

Document No.	Date of Publication	Patentee/Applicant/Assignee
US 2002/0160772 A1	10/31/02	Gailey et al.

**FOREIGN PATENT DOCUMENTS**

<b>Document No.</b>	<b>Date</b>	<b>Country</b>
WO 99/14688	3/25/1999	PCT
EP 1 076 329 A2	7/28/2000	EPO
WO 02/073331 A2	9/19/2002	PCT

**OTHER ART – NON PATENT LITERATURE DOCUMENTS**

“FAST: future technology for today’s industry”, Ockerman, Najjar and Thomson, Computers in Industry 38 (1999), Elsevier Science B.V., pp. 53-64.

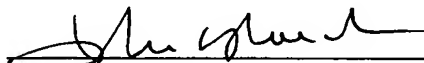
Applicant is enclosing Form PTO-1449 (one sheet), along with a copy of each listed reference for which a copy is required under 37 C.F.R. §1.98(a)(2). As each of the listed references is in English, no further commentary is believed to be necessary, 37 C.F.R. §1.98(a)(3). Applicant respectfully requests the Examiner's consideration of the above reference(s) and entry thereof into the record of this application.

In accordance with 37 C.F.R. § 1.97(e)(1), Applicants hereby certify that each item of the information disclosed in this First Supplemental Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to filing of the present statement, as evidenced by the date of the enclosed search report from PCT patent application serial number PCT/EP2005/002831 (date of mailing August 28, 2005, 4 pages).

By submitting this Statement, Applicant is attempting to fully comply with the duty of candor and good faith mandated by 37 C.F.R. §1.56. As such, this Statement is not intended to constitute an admission that any of the enclosed references, or other information referred to therein, constitutes “prior art” or is otherwise “material to patentability,” as that phrase is defined in 37 C.F.R. §1.56(a).

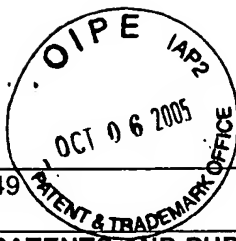
Applicant has calculated no fee to be due in connection with the filing of this Statement. However, the Director is authorized to charge any fee deficiency associated with the filing of this Statement to a deposit account, as authorized in the Transmittal accompanying this Statement.

Respectfully submitted,



John G. Rauch  
Registration No. 37,218  
Attorney for Applicant(s)

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P.O. Box 10395  
Chicago, IL 60610  
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FORM PTO-1449	SERIAL NO. 10/804,580	CASE NO. 10022/457
LIST OF PATENTS AND PUBLICATIONS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT (use several sheets if necessary)	FILING DATE March 19, 2004	GROUP ART UNIT 3621
APPLICANT(S): Wan, Dadong, et al.		

## REFERENCE DESIGNATION

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER <small>Number-Kind Code (if known)</small>	DATE	NAME	CLASS/ SUBCLASS	FILING DATE
	B1	US 2002/0160772 A1	10/31/02	Gailey et al.	455/428	04/26/02

## FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER <small>Number-Kind Code (if known)</small>	DATE	COUNTRY	CLASS/ SUBCLASS	TRANSLATION YES OR NO
	B2	WO 99/14688	3/25/1999	PCT	G06F 17/00	
	B3	EP 1 076 329 A2	7/28/2000	EPO	G10L 17/00	
	B4	WO 02/073331 A2	9/19/2002	PCT	G06F	

EXAMINER INITIAL	OTHER ART – NON PATENT LITERATURE DOCUMENTS <small>(Include name of author, title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date page(s), volume-issue number(s), publisher, city and/or country where published.)</small>	
	B5	"FAST: future technology for today's industry", Ockerman, Najjar and Thomson, Computers in Industry 38 (1999), Elsevier Science B.V., pp. 53-64.

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.